



Pangolin 5.0 for Windows User Guide

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This User guide for Pangolin softphone 5.0.

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1 Introduction

Pangolin is the newest free softphone application from PortSIP, it's built base on PortSIP VoIP SDK, allowing users to enjoy multimedia communications in a dynamic way.

Featuring an intuitive interface, Pangolin is expanding the softphone experience by making it even easier to make VoIP and Video over IP calls, see when your contacts are available and send Instant Messages.

Pangolin features an IM interface which focuses on your contacts and friends. This allows you to manage your communications more conveniently and according to your personal preferences.

Panglin works seamlessly with your internet connection – you can chat away with free calls and never worry about cost, time or distance. It including great features to help you stay in touch with friends, family and co-workers, share your thoughts and views and find the information you need. You can use it on your computer.

Standard Telephone Features

The Pangolin has all standard telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb
- Call history – list of received, missed, and dialed calls.
- Call forward.
- Call transfer.
- Call record.
- Five-party audio conferencing.

Enhanced Features and Functions

The Pangolin also supports the following features and functions:

- IM and presence using the SIMPLE protocol.
- Managed contact list – importing and exporting contacts.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs: G.711aLaw, G.711uLaw, G.723/1, G.729, GSM, iLBC.

- Support for the following video codecs:H.263, H.263+ 1998, H.264.
- SIP compliance to 3261 SIP standard.
- TLS and SRTP
- STUN and ICE NAT traversal.
- Support for DTMF (RFC 2833 and SIP INFO messages).

2 Installation and Setup

2.1 Getting Ready

Account Information

After choosing a VoIP service provider, you will need the following information:

- User name
- Password
- Authorization Name (usually same as Username)
- SIP Server and port
- User Domain

System Requirements

Processor:	Minimum: Intel Pentium III 1.0 GHz or equivalent
Optimal:	Pentium 4® 2.0 GHz or equivalent
Memory:	512 MB
Hard Disk Space:	100 MB
OS:	Windows2000, Windows XP, Windows Vista, Windows 7
Connection:	IP network connection (broadband, LAN, wireless)
Sound Card:	Full-duplex, 16-bit

Multimedia Device Requirements

Pangolin requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.


Video Cameras

Calls made with Pangolin will work without a video camera, but a video camera is necessary to allow other parties to see your image. Pangolin will work with most USB video cameras.

2.2 Installing Pangolin

- 1: Download the newest version Pangolin at <http://www.portsip.com/downloads.htm>
- 2: Run the Pangolin installer and follow the prompts in the install wizard.

2.3 Configuring Pangolin

If Pangolin is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon . Pangolin login window appears.

Setting up Accounts

After obtaining SIP account information from your VoIP service provider, you can set up Pangolin accounts.

1. Enter the user name, password, SIP server and port in the login window of Pangolin.
2. If want to use the Authorization name, stun server, user domain etc, then click the “Advanced” button.
3. Click the “login” to login into SIP server.

Pangolin Version: 4.0.0

Enter your account to login

Username: testuser1

Password: *****

Proxy Server: sip.iptel.org Port: 5060

☐ Sign me in automatically

☐ Automatically run Pangolin when I login on Windows

Advanced Login Cancel

SIP Settings

Authorization Name: testuser1

User Domain: iptel.org

Register every: 90 seconds

STUN Server: stun.fwdnet.net Port: 3478

☐ Enable TLS


☐ Enable SRTP

These items are optional.

Click them to enable/disable TLS and SRTP

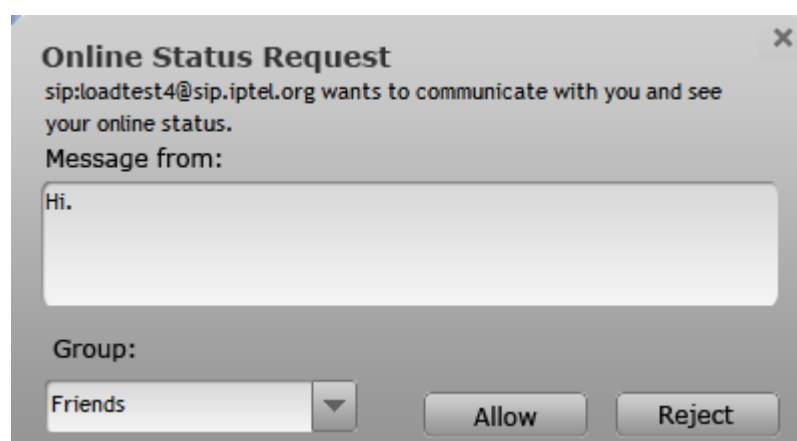
3 Using Pangolin

3.1 Starting Pangolin

If Pangolin is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon . Pangolin appears.

Receiving a Presence Request

If availability is enabled, then at any time you may get a Presence Request dialog box. For information on this Request.

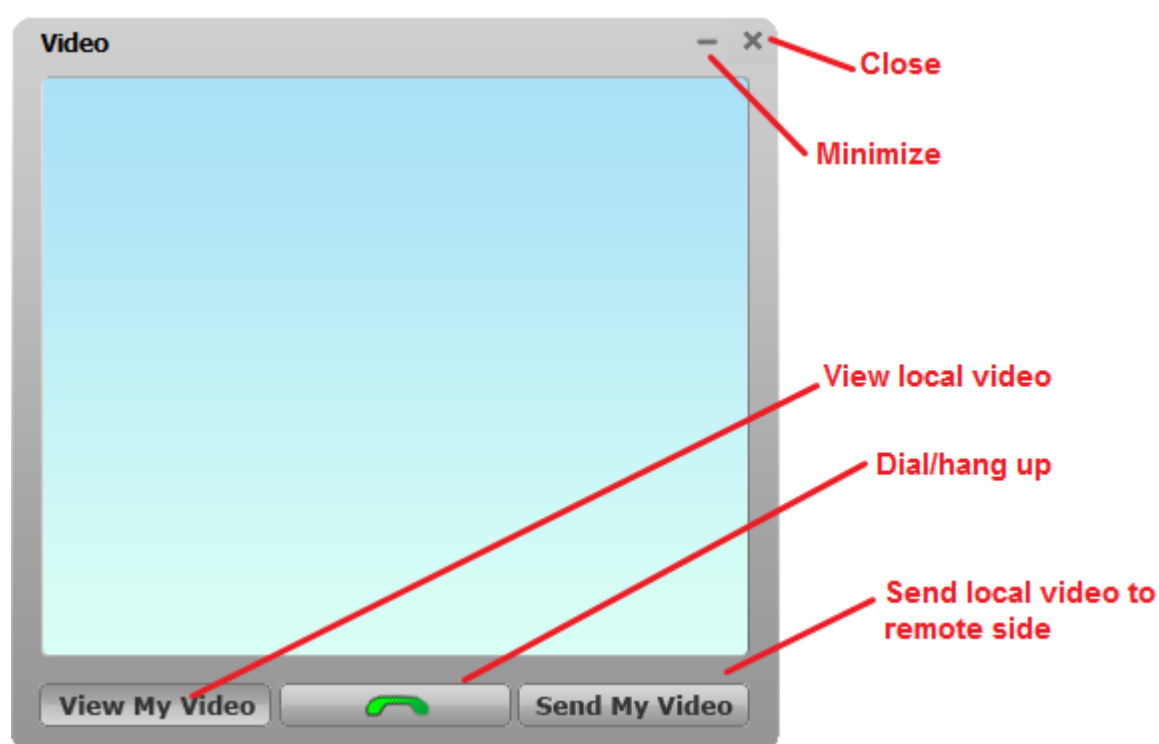


3.2 Shutting Down

To shut down Pangolin, right click and choose “Exit” of popup menu.

3.3 The Onscreen Softphone





The Pangolin Menu

Main menu

The main menu includes:

- Sign out – use this to sign out from currently SIP server.
- Options. Some parameters.
- Audio codecs setting. Enable/Disable audio codecs and change codec priority.
- Video codecs setting. Enable/Disable audio codecs and change codec priority.
- Audio setup. Select and test the speaker and microphone.
- Video setup. Select and test video camera.
- View audio record files. View and play the audio record files.
- View video record files. View and play the video record files.
- Send feedback. Send feedback to PortSIP.
- Recommended Pangolin to Friends.
- Help. Get the helps
- About. Display the “About” window.
- Exit. To shut down Pangolin.

Friends

The Friends menu will be popup when right click the “Friends” window. It includes:

- Call. Allows place a call to sip number or mobile phone, or work phone, home phone.
- Instant Message. Send Instant message to friend(contact).
- Add contact. Add and subscribe a contact.
- Delete contact. Remove a contact.
- Edit contact. Edit a exists contact details.
- Video contact info. View a exists contact details.
- Export contacts. Export all exist contacts into a DB file.
- Import contacts. Important contacts from a DB file.
- View message history. View the instant message history.

History

The History menu will be popup when right click the “History” window. It includes:

- Call. Place a call from the selected call history.
- Add as contact. Add a contact from the selected call history.
- Delete. Delete the selected call history.
- Delete all calls. Delete all call history.

3.4 Placing a Call

You can contact someone using:

- A softphone address (for example, user1a@sip.portsip.com)
- A traditional phone number, if supported by your VoIP service provider.

You can place a call when another call is already in progress. There is maximum 5 calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer.

1. If you have a camera on your computer, decide how you want to handle video for this call:

- You must enabled a video codec before you place the call – use the “video codecs setting” item of Main menu to enable the video codec.

2. Place the call. There have several ways to place a call.

1) Click the “Call Phones” tab to switch softphone to dial panel, then a) use PC keyboard to enter callee number and click the “enter” button. b) click the number button to enter the callee number, and click the green

dial button .

2) Click the “Friends” tab to switch softphoen to Contacts list panel, then right click a contact, choose “Call” item.

3) Click the “History” tab to switch softphone to call history panel, right click a call history, choose “Call” item.

3. Once the new call is established, switch between different calls by clicking the Lines buttons.

Placing another Call

To place a new call (without hanging up on the current call), click a Line button(Line 1 – Line 5).



Ending a Call

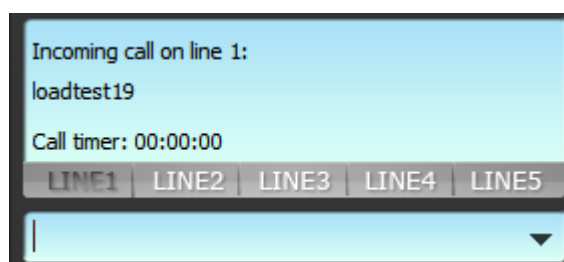
Click the red End call button on the Call panel. Details of the call remain on the call display for a few seconds.

3.5 Handling an Incoming Call


Pangolin must be running to answer incoming calls. (If Pangolin is not running, incoming calls may be directed to voicemail; check with your VoIP service provider.)


Pangolin rings and information about the incoming call appears in the Call entry field. If Pangolin is minimized, it will be popup on desktop when the call is incoming.

The softphone address of the person calling you is displayed.



When the call is incoming, then:

Answer call: Click the green button  to answer the call; If you are on a call on Line 1, now the second call is incoming on Line 2, you have to click the “Line 2” button first and then click the green button to answer incoming call. The first Line 1 will be HOLD automatically.

Decline call: Click the red button  to decline a incoming call. If you are on a call on Line 1, now the second call is incoming on Line 2, you have to click the “Line 2” button first and then click the red button to

decline incoming call. The first Line 1 will be HOLD automatically.

3.6 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Transfer the call.
- Send and stop send video.

3.7 Transferring a Call

When the call is established, then you can transfer it to another contact.

- 1) Click the “XFER” button
- 2) The softphone will let you enter transfer number.
- 3) After entered the transfer number, then click the “XFER” button again.

3.8 Video



To make a video call:

- 1) Click the main menu and choose “Video codecs settings”, enabled one or all video codecs in right listbox and click “ok”.
- 2) Click the “camera” button to show the video window.
- 3) Place a call
- 4) After the call is established, then click the “Send My Video” button to send video image to remote side.

- 5) The video window will display remote video image if remote side sent the video.

3.9 Forwarding Calls

Forwarding Calls

You can enable or disable forwarding so that calls will be forwarded to another number. You can set up forwarding so that calls are always forwarded or so that calls are forwarded only when you are on another call. To enable forwarding, click main menu->Options and edit the call forwarding setting.

3.10 Conference Calls

Starting a Conference Call

You can create a conference call starting from one existing call:

1. Make a call on Line1
2. After the call is established, then click Line2, the line1 will be HOLD automatically.
3. Make a call on Line2
4. After the call is established, click the “CONF” button, then the call 1 and call 2 will be in conference.
5. Click the “CONF” button again to stop the conference. After the conference is stopped, all calls will be HOLD automatically.

3.11 Instant Messaging

Instant messages are made using softphone addresses. Therefore, you can send or receive an instant message (IM) to:

- Any contact who has a softphone address.
- Any party who phoned you from a softphone address.
- Any party whom you phoned using a softphone address.

Sending an IM

1. There is a way to select the person to send an IM to.

Click the “Friends” tab to switch softphoen to Contacts list panel, then right click a contact, choose “Instant Message” item.

Receiving an IM

When an IM is received, the IM window will pops up.

4 Manage contacts(Friends)

The Friends panel, which is divided into tabs, provides access to the following:

- Contacts.
- Contact availability (presence).


The Friends panel displays your contacts and lets you specify multiple contact methods for them, including:

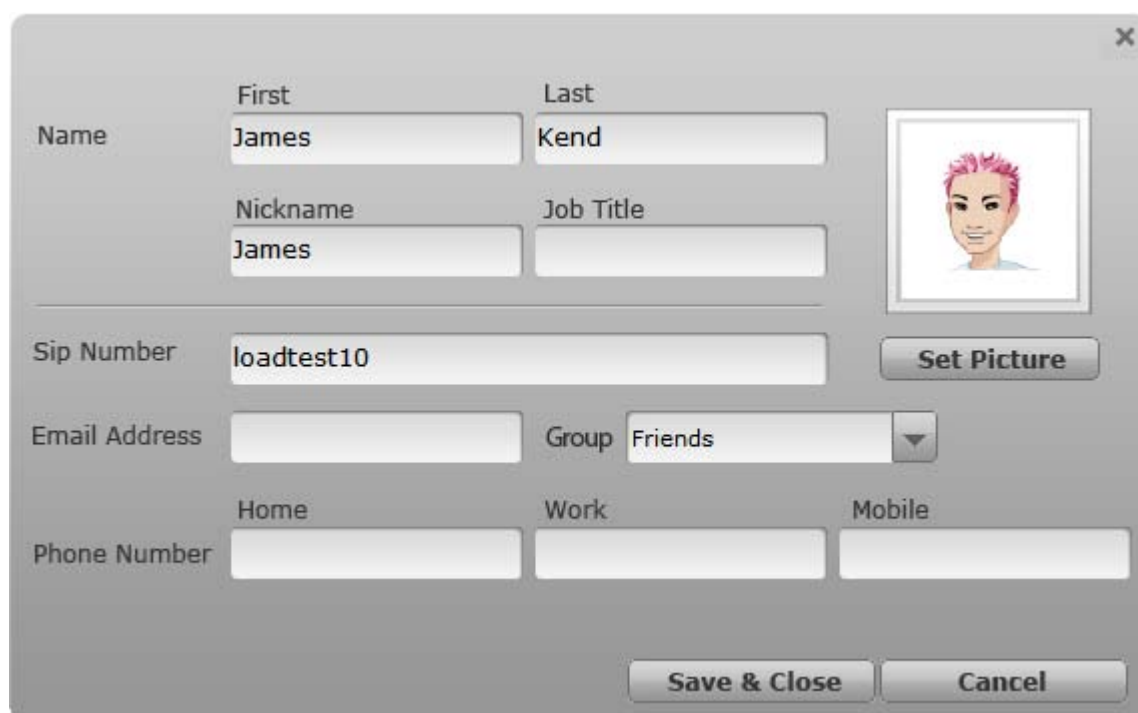
- Softphone address
- Home phone number, work phone number, mobile phone number
- E-mail

Contacts are typically organized into groups. Pangolin includes built-in groups: “Friends”. You can add more groups, as desired.

Setting up Contacts

Adding a Contact

Click  , or right-click friend panel and choose “Add contact”, The Contact Profile dialog box appears.



The Contact Profile dialog box is a gray window with a close button (X) in the top right corner. It contains the following fields and controls:

- Name:** Two text boxes for "First" (containing "James") and "Last" (containing "Kend").
- Nickname:** A text box containing "James".
- Job Title:** An empty text box.
- Profile Picture:** A square placeholder image showing a cartoon character with pink hair. Below it is a "Set Picture" button.
- Sip Number:** A text box containing "loadtest10".
- Email Address:** An empty text box.
- Group:** A dropdown menu currently set to "Friends".
- Phone Number:** Three text boxes for "Home", "Work", and "Mobile", all of which are empty.
- Buttons:** "Save & Close" and "Cancel" buttons at the bottom right.

After entered contact details, then click the “Save & Close” button to save details. The first name and sip

number are not allows empty.

Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

- On the History panel, right click a call history and choose “ Add as Contact”.

The Add a Contact dialog appears.

Importing Contacts

You can populate the Pangolin contact list by importing from an external file or files. The new contacts will be added to the existing contacts.

You can import a contact list from:

- On the “Friends” panel, right click it, a menu will pop ups, then choose “Import Contacts”, then selected a contact file(.db).

Exporting Contacts

You can export a contact list to a DB file.

- On the “Friends” panel, right click it, a menu will pop ups, then choose “Export Contacts”.

Changing Contact Information

To change the information for a contact, right-click the contact and choose **Edit Contact Info...** The Contact Profile

dialog box appears. Some of the changes you can make are:

- Change any contact details except SIP Number.

Delete Contact

You can delete an exist contact as below:

- 1)Right click a contact and choose “Delete Contact” item of the pop ups menu.
- 2)Click a contact, then press “Delete” keyboard.

Delete Gourp

You can delete an exist group as below:

- 1)Right click a group and choose “Delete Group” item of the pop ups menu.
- 2)Click a Group, then press “Delete” keyboard.

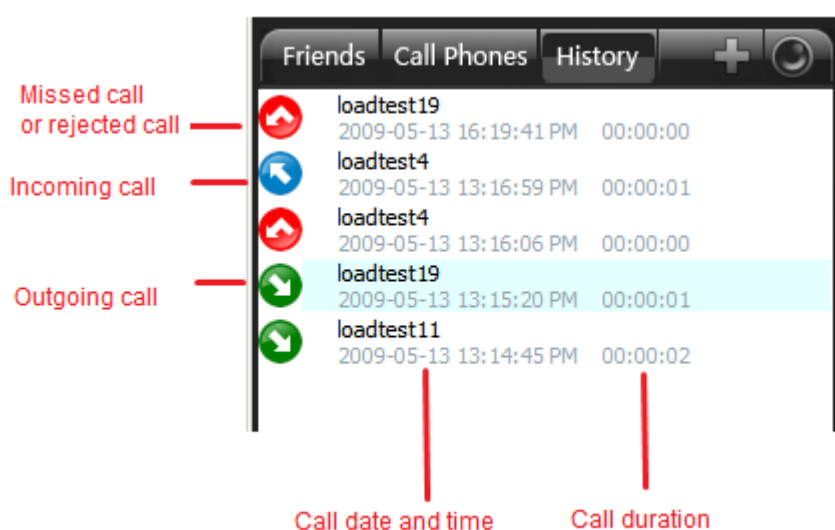
Create New Group

- 1) Right click the “Friends” panel and choose “Create New Group” item of the pop up menu.
- 2) Enter the group name

Rename Group

- 1) Right click the “Friends” panel and choose “Rename Group” item of the pop up menu.
- 2) Enter new group name.

5 Call History



Managing the Lists of Calls

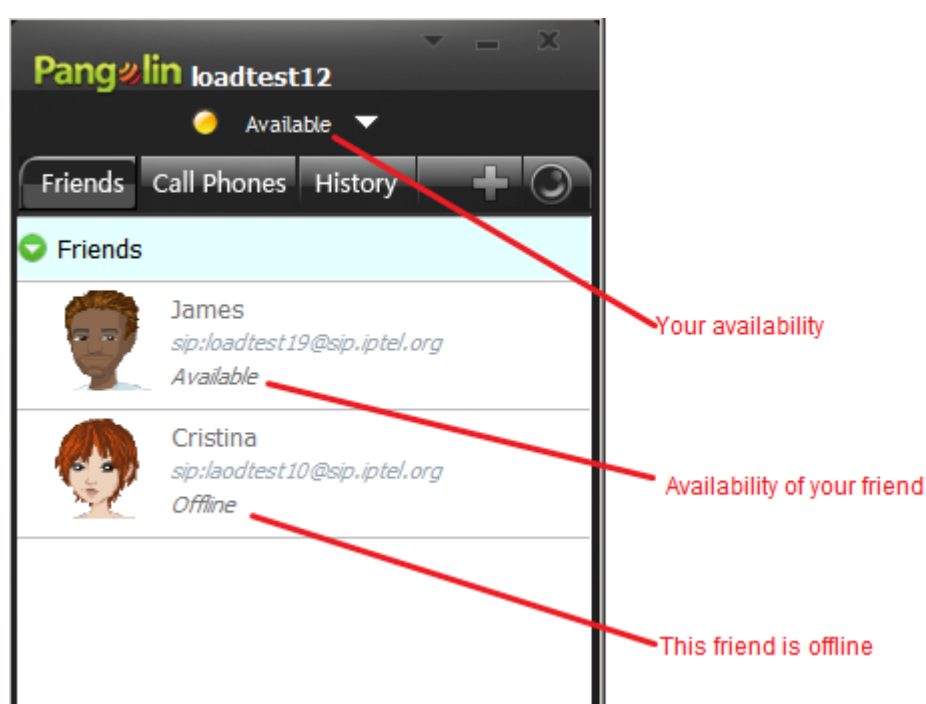
You can right-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box. Complete the dialog box and click Save&Close.

6 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on. Your availability information is displayed below on the main menu. The availability of others is displayed in the Friends tab.

You can publish your availability to contacts who have softphone address, and you can set up Pangolin to view the availability of other contacts.



Sharing Availability

Watching Others' Availability

When you add a contact by entering details in the Contact details window, the contact is automatically set up so that you share availability. If you created a contact by importing a contact list, it is automatically set up to Shared also.

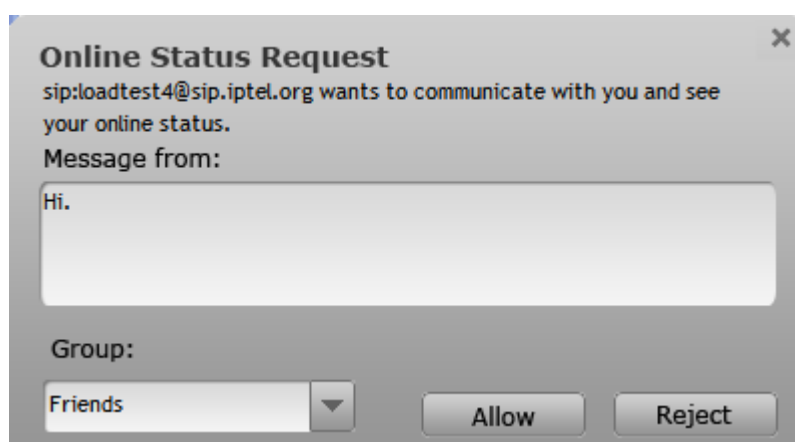
As soon as the person is set up in this way in your Contacts, Pangolin sends them a notification request. The request asks that you be able to see that person's availability.

Allowing Other Parties to See your Availability (Publishing your Availability)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. Pangolin accepts this request automatically and the other person can now see your availability.

Receiving a Presence Request

Your Pangolin receives a new contact request when you add a contact to your list or when another person adds you as a contact at their end.

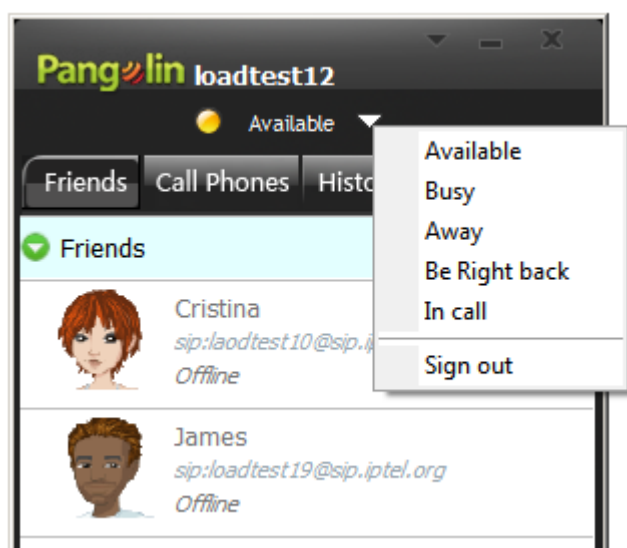


If you agree the contact see your status, then click the “Allow” button. Otherwise click the “Reject”.

Setting your Availability

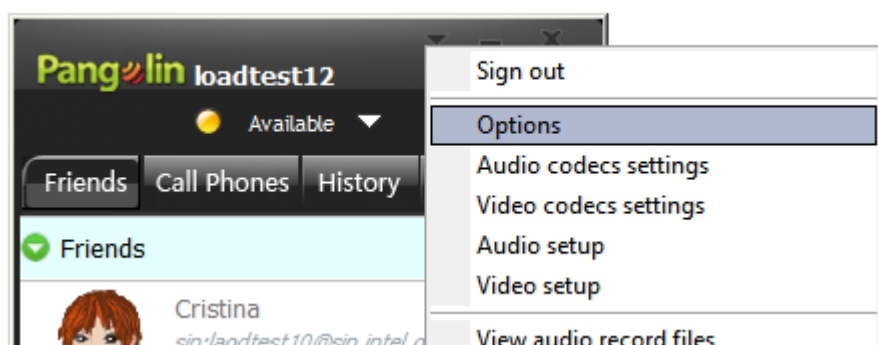
Changing your Availability

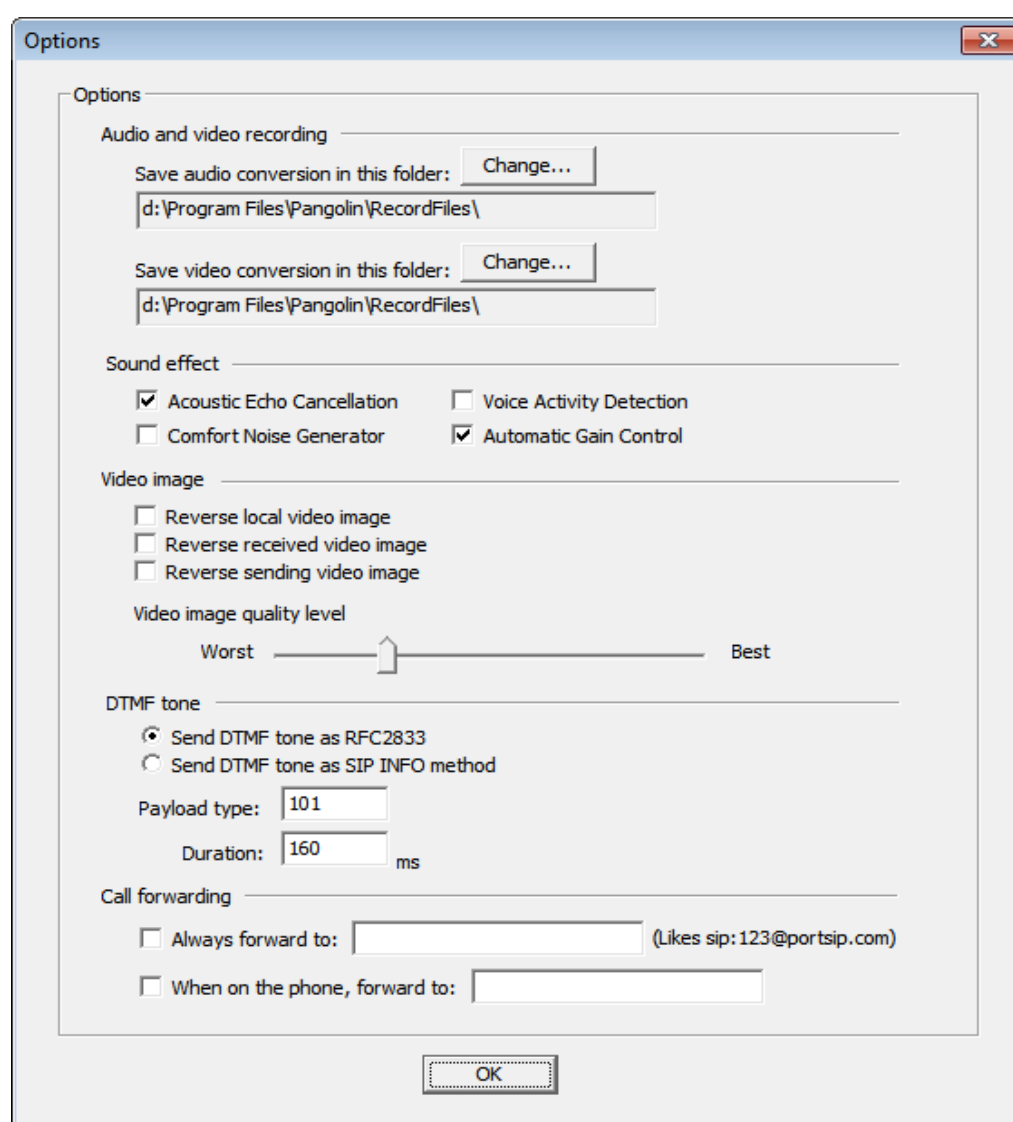
Click the down arrow beside the availability indicator on Pangolin



7 Configuring Pangolin

Click the main menu arrow and choose “Option” menu item, the “Options” window is appears.





Audio and video recording

You can change the directory which using to store the audio and video record file.
Select a directory after Click the "Change..." button.

Sound effect

You can check/uncheck the checkbox to enable/disable the AEC, VAD, CGN, AGC for audio.

Video image

You can check/uncheck the checkbox to reverse the local video image, sending video image, and received video image.

You can use the slider to adjust the video image quality. For the fast network connection, you can try the best video quality; For the slow connection then try the worst.

DTMF tone

We recommend use the default RFC2833 for DTMF.

Call forwarding

There are two options for call forwarding:

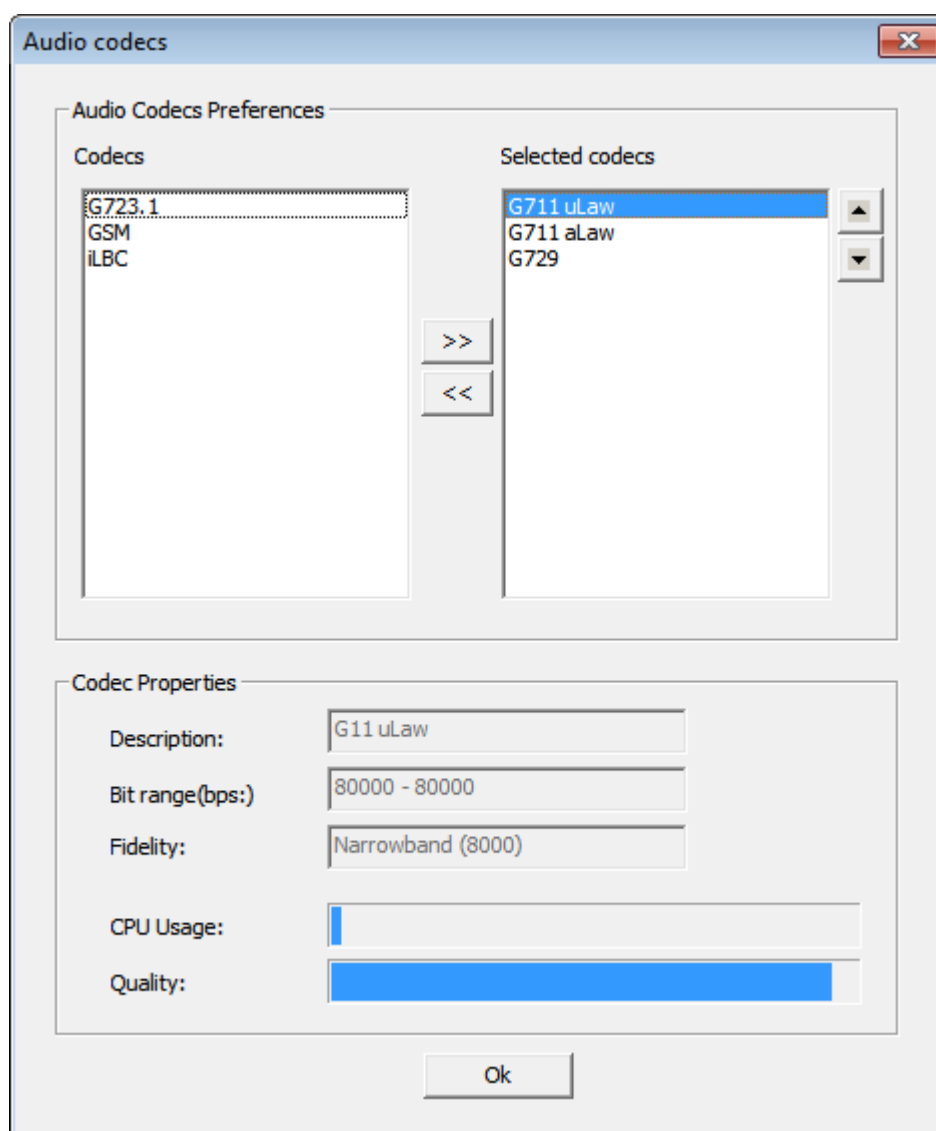
- 1) Always forward the incoming call. You can enter a phone number(0017312889) or SIP address(likes sip:xxxx@sip.portsip.com). When the call is incoming, Pangolin will forward it to the number or SIP address that you entered.
- 2) When on the phone, then forward the incoming call. You can enter a phone number(0017312889) or SIP address(likes sip:xxxx@sip.portsip.com). If you are current on a call and new call is incoming, then Pangolin will forward it to the number or SIP address that you entered.

Audio Codecs Settings

Click the main menu arrow and choose “Audio Codecs Settings” menu item, the “audio ocdec” window is appears.

This window shows all the codecs that are Pangolin supported. You can enable or disable codecs as desired. With only one codec enabled, all calls made will use that codec.

You cannot change the properties of any codecs.



About Codecs

Audio codecs describe the format by which audio streams are compressed for transmission over networks.

Codecs can be categorized as either narrowband or wideband:

- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 kHz.

Pangolin supports G.729, G.723.1, GSM, iLBC, G.711a and G.711u.

Video Codecs Settings

Click the main menu arrow and choose "Video Codecs Settings" menu item, the "Video ocdec" window is appears.

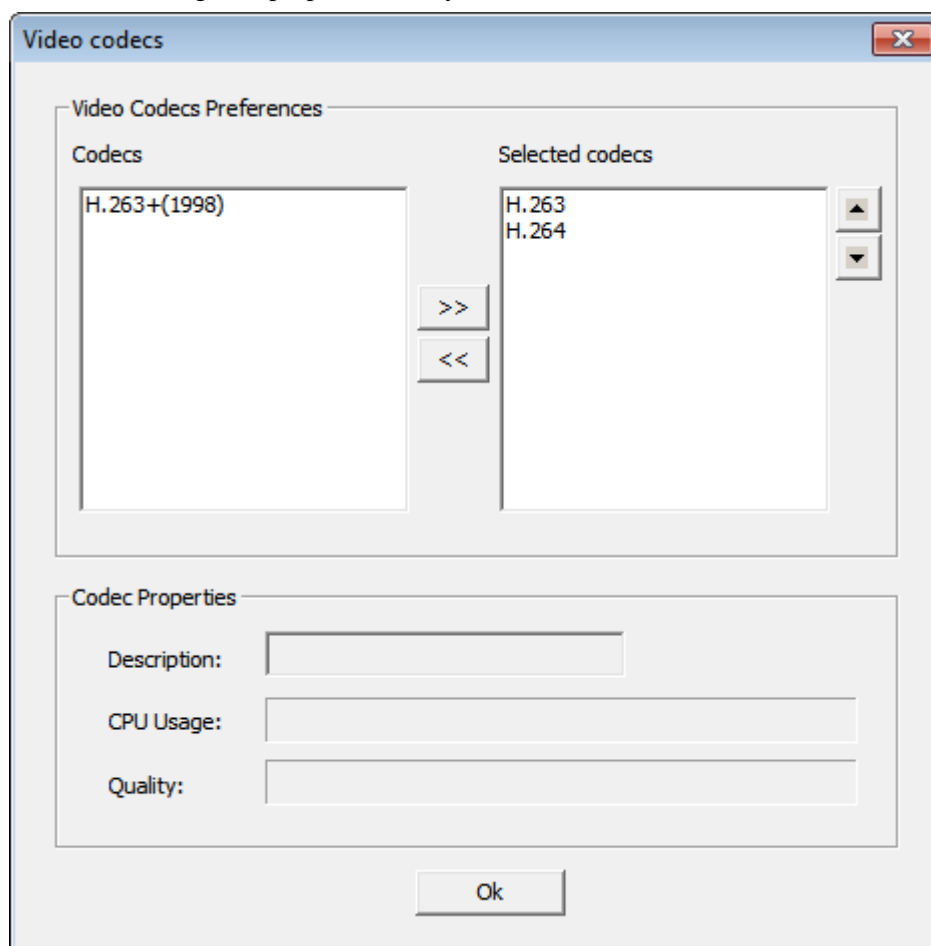
This window shows all the codecs that are Pangolin supported. Video codecs describe the format by which

video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

You can enable or disable codecs as desired. You may decide to disable a codec even though your VoIP service

provider supports it. With only one codec enabled, all calls made will use that particular compression format.

You cannot change the properties of any codecs.



Pangolin supports H.263, H.263+ 1998, H264 codecs.

Notice:

The G.729, G.723.1, H264 codecs are require the license, Pangolin(PortSIP) just provide the codec implementation, means Pangolin support these coccecs, but Pangolin(PortSIP) never provide these codecs license, you have to purchase the license by yourself if you want to use them, otherwise PortSIP won't assume any responsibility for these codecs.